

# Virtual Asia Insurance Brokers' Summit

Theme: "Where Stands the Broker in this Pandemic? - Making an Impact"

14 - 15 July 2020,  
Live Online,  
9am - 6pm  
(Singapore Time)



Exhibition Space available for booking – If you're interested to reserve a table for your bilateral discussions, let us know early.



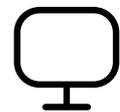
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### Watch on any device

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## Background:

The time is now to change the way we all do business! COVID-19 has been a wakeup call for the world. And almost without a warning, arrives a total business climate change. Nobody is spared, and neither are brokers who have played an important, strategic role in the old world. But now, how do you continue to service your clients, with sophistication and efficiency, without losing the personal touch that used to be the normal way of doing business?

Asia Insurance Review is pleased to provide you the way – join us in our Virtual Broker Summit like no other. We have put together an exciting platform for you to “meet” your clients in the virtual space, to have real discussions, without the risks, whilst also looking for new potential clients. We have designed the space for you to network, have private virtual meetings either in a group or one-to-one, get lead generation – as if things never changed.

There will also be a virtual exhibition for those wanting to market your services, and we bring the market to you.

The 8th in the series, but yet the first of its kind – a virtual only conference with all the perks of an actual conference. We shall embrace this theme and look at the basic strategic core value that brokers bring to the whole value chain: helping to identify the risks; getting the risks assessed; looking at risk management perspectives; searching covers for these risks and getting insurers to think of new products and services to meet these needs and lastly to make sure the price is affordable.

A brave new Smart Broker with a leadership role and meat in the business and ready to work with insurers as partners beyond just commissions. This is the critical moment: Brokers have a choice – to be disrupted or be the disruptor.

## Proposed topics:

- Broker Keynote Address: How Can Brokers Be a Driver in the Business?
- Insurer Keynote Address: What Must a Broker Bring to Table as a Partner?
- Special Address: Impact of Global Recession on Insurance
- Special Address: The Global Risk Report 2020
- Reality of Brokers in the Insurance Value Chain
- How Do Brokers Stay Relevant? – Know your Value Proposition and Be Nimble!
- Preparing for the Hard Market
- Independent MGAs: The Future of Underwriting?
- M&A – Getting Super-Sized for Survival
- Brokers as Strategic Risk Management Partner: Loss Prevention and Loss Control
- Global Employee Benefits Trend
- Brokers Networks – Will it Finally take off in Asia?
- The Day of the High Street Broker
- Dealing with the War of Talent

## Digital Brokers

- Special Address: The Digital Future for Brokers – Adapt and Thrive
- Special Address: Burying the Threat of Dis-intermediation in the Digital Era
- What Can Brokers and InsurTech learn from each other?
- Escaping Legacy System – Removing a Major Roadblock to a Digital Future
- Aggregators: Friends of Brokers or Foes?
- Becoming a Digital Brokers Today
- Driving Innovation - How a Traditional Industry is Innovating with New Technology

## Cyber Risk to Cyber Resilience

- State of the Cyber Insurance Market — Top Trends and Challenges
- Calculating the Cost of Cyber Risk

## Brokers on the SME front

- Advising SMEs
- The Real Opportunities for Brokers in the SME Market
- Importance of Brokers as Trusted Advisors for SMEs

## Special Focus on Covid-19

- Settling Coronavirus Related Claims
- Now is the time for Innovative Brokers to Shine
- Are You Pandemic ready?
- The New Normal: Where will you be?
- Educating Clients on Value of Insurance
- Can Brokers take a Leadership Role?

## Dialogue Panel Insurers and CEOs: Reality Check on State of Insurance today

- What Keeps Brokers Up at Night?
- What keeps insurers awake at night?
- What constructive collaborative roles can brokers and insurers play?
- Who drives the cycle?
- How to keep the business sustainable
- Top risks to watch; IoT, climate change, driverless cars, political climate and trade wars

## Dialogue Panel: Brokers and Risk Managers

- Understanding the world of risk management and risk managers
- What more could brokers do for risk managers?
- Are risk managers coming of age?

## Leadership Panel on Championing Change Panel: Is the Industry Embracing Diversity and Inclusion Enough?

- Attract a diverse workforce in broking
- Strategy to achieve gender equality
- Managing multi-generational workforce
- The war between Big and Small Brokers

## Panel on Brokers' Association & Professional Bodies

- What are they doing for big and small brokers

# 14 July 2020 (Tuesday)

8.30am

**Networking Session in Virtual Exhibition Hall**

9.00am

**Welcome Address by Conference Chairperson**

9.05am

**Opening Address**

Gerald Lim

President, Singapore Insurance Brokers' Association (SIBA)



9.10am

**Special Address: The Global Risks Report 2020 – With/After Covid-19**

Satoru Hiraga

Director, Chairman, Marsh Broker Japan, Inc /

President, Japan Insurance Brokers Association (JIBA)



9.40am

**Special Address: COVID-19 and the General Insurance Market in Australia**

Dallas Booth

CEO, National Insurance Brokers Association of Australia (NIBA)



10.10am

**Rethinking Insurance at Times of Crisis: From Exclusion to Inclusion**

Prof W. Jean Kwon

Edwin A.G. Manton Chair Professor in International Insurance and Risk Management, St. John's University /

Director of Center for the Study of Insurance Regulation (CSIR) /

Editor of Asia-Pacific Journal of Risk and Insurance (APJRI) /

Director of Research, International Insurance Society (IIS)



10.40am

**Break and Networking Session in Virtual Exhibition Hall**

## Breakout Sessions:

Stage

Sessions

### Special Focus on COVID-19 / Digital Brokers & Cyber Focus

11.10am

Special Focus on COVID-19

**Now is the time for innovative brokers to shine**

Laurens Koppelaar  
CEO Singapore and Head  
of International, Symbo



11.10am

Digital Brokers & Cyber Focus

**Future-Ready Creativity for Insurance leaders**

The insurance industry is undergoing massive changes now, riding through the vortex of coronavirus pandemic and digital transformation.

- Why creativity matters in the future of insurance
- How to activate the creativity "trapped" in your teams through a 3i model
- How to cultivate a creative mindset in your insurance team
- How to come up with new ideas in new products and solutions
- Practical examples of how businesses incorporate creativity into their operations and digital transformation

Dickson Tang  
Keynote Speaker, Author,  
Creativity x Future of Work



11.40am

Special Focus on COVID-19

**Valuations: Preparing for the Hard Market**

Marilyn Tang  
Regional Manager, John Foord



11.40am

Special Focus on COVID-19

**Post COVID-19: Returning to Business as Usual – What is the New Normal**

Henry Ee  
Founder & Managing Director,  
Business Continuity Planning Asia  
Pte Ltd (BCP Asia)



12.10pm

Digital Brokers & Cyber Focus  
**InsurTech: Using AI To Turn David Into Goliath**



Dr Vivien Chua  
Chief Technology Officer, Shenton  
Insurance Brokers

12.10pm

Special Focus on COVID-19  
**Settling Coronavirus Related Claims**



Pooba Mahalingam  
Director, Training & Business  
Development, Talent Asia  
Training and Consulting

12.40pm

**Break and Networking Session in Virtual Exhibition Hall**

Concurrent Breakout Sessions

### Stage

2.00pm

**Digital Brokers & Cyber Focus**

Driving Innovation - How a Traditional Industry is Innovating with New Technology



Dr Keet Peng (KP) Onn  
President Director & Country Manager, Futuready Insurance Broker Indonesia

2.30pm

**Digital Brokers & Cyber Focus**

State of the Cyber Insurance Market Top Trends and Challenges



Teck Siong Ng  
Underwriter, International Financial Lines, APAC, Beazley

### Sessions

2.30pm

**Dialogue Panel Insurers and CEOs: Reality Check on State of Insurance today**

- What keeps brokers up at night?
- What keeps insurers awake at night?
- Insurance brokers facing Covid-19
- What constructive collaborative roles can brokers and insurers play?
- Who drives the cycle?
- How to keep the business sustainable
- Top risks to watch; IoT, climate change, driverless cars, political climate and trade wars

**Moderator:**



Farah Jaafar-Crossby  
CEO, Labuan IBFC Incorporated

**Panellists:**



Ronak Shah  
CEO, QBE Insurance (Singapore) Pte Ltd



David T. Youssef  
Managing Director, Middle East, Africa and Asia, Vumi Global Services FZ-LLC



Iris Teo  
CEO, Marsh (Singapore) Pte Ltd



Wee Loon Yong  
CEO, APAC Property & Casualty  
Charles Taylor Adjusting



M. Jusuf Adi Sofyadi  
Chairman, The Association of Indonesian Insurance and Reinsurance Brokers (APPARINDO) /  
Director, PT Energi Mandiri Internasional

3.30pm

**Dialogue Panel: Brokers and Risk Managers**

- Understanding the world of risk management and risk managers
- What more could brokers do for risk managers?
- Are risk managers coming of age?

**Moderator:**



Steve Tunstall  
Director, Tunstall Associates Pte Ltd & General Secretary of PARIMA

**Panellists:**



Jason Smith  
CEO Risk Management Institute of Australasia (RMIA)



Scott Ryrie  
Co-CEO and Board member for Asia Pacific  
A.M. Best



Gerald Lim  
President, Singapore Insurance Brokers' Association (SIBA)

**Stage**

4.30pm

**How Commercial Insurance Is Impacted By COVID-19 & What This Means For Brokers**



Yasha Kuruvilla  
Insurance Analyst, GlobalData

5.00pm

Networking Session in Virtual Exhibition Hall

**15 July 2020 (Wednesday)**

9.30am

Networking Session in Virtual Exhibition Hall

Check out all of the sponsor booths and get your questions answered live as well as connect with delegates or sponsor representatives here.

6.00pm

End of Summit